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Docket No.: M-11405 US

March 31, 2001

10971 U.S. PTO  
09/023770  
03/31/01

03/31/01  
J1025 U.S. PTO

Box Patent Application  
Commissioner For Patents  
Washington, D. C. 20231

Enclosed herewith for filing is a patent application, as follows:

Inventor(s): Anil K. Annadata, Wai H. Pak, Mingtse Chen

Title: System And Method For Maintaining Real-Time Agent Information For Multi-Channel Communication Queuing

X Return Receipt Postcard  
X This Transmittal Letter (in duplicate)  
65 page(s) Specification (not including claims)  
5 page(s) Claims  
1 page Abstract  
41 Sheet(s) of Drawings  
2 page(s) Declaration For Patent Application and Power of Attorney (unsigned)  
1 Nonpublication Request

☐ Applicant(s) assert(s) entitlement to small entity status for the attached patent application

**CLAIMS AS FILED**

For	Number <u>Filed</u>		Number <u>Extra</u>		Rate		Basic Fee
Total Claims	32	-20 =	12	x	\$ 18.00	=	\$ 216.00
Independent Claims	3	-3 =	0	x	\$80	=	\$ 0.00
<input type="checkbox"/>	Fee of _____ for the first filing of one or more multiple dependent claims per application						\$
<input type="checkbox"/>	Fee for Request for Extension of Time						\$

Please make the following charges to Deposit Account 19-2386:

- ☒ Total fee for filing the patent application in the amount of \$ 926.00  
☒ The Commissioner is hereby authorized to charge any additional fees which may be required, or credit any overpayment to Deposit Account 19-2386.

EXPRESS MAIL LABEL NO:

EL830058111US

Respectfully submitted,

*Mary Jo Bertani*

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MODIFIED PTO/SB/35 (11-00)

<b>REQUEST AND CERTIFICATION UNDER 35 U.S.C. 122(b)(2)(B)(i)</b>	Inventors	Anil K. Annadata, Wai H. Pak, Mingtse Chen
	Title	System And Method For Maintaining Real-Time Agent Information For Multi-Channel Communication Queuing
	Atty Docket Number	M-11405 US

1c971 U.S. PRO  
09/823770  
03/31/01

I hereby certify that the invention disclosed in the attached application **has not and will not be** the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing. I hereby request that the attached application not be published under 35 U.S.C. 122(b).

March 31, 2001  
Date

*Mary Jo Bertoni*

Mary Jo Bertoni  
Attorney for Applicants  
Reg. No.: 42,321

This request must be signed in compliance with 37 CFR 1.33(b) and submitted with the application **upon filing**.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under 35 U.S.C. 122(b), the application will be scheduled for publication at eighteen months from the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant **must** notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of the filing of such foreign or international application. **Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(iii)).**